

SUPPLIER EVALUATION FORM

The purpose of this evaluation form is to rate an awarded supplier of goods and services to the School Board of Broward County in order to assist in determining if SBBC should continue to do business with this awardee in the future. Completion of this form is necessary to aid the Supply Management & Logistics (Purchasing) Department in determining the quality of service purchased the District. Your input may be used in the evaluation of future bids or proposals submitted by this supplier. Please return completed evaluation form to:

Charles V. High, C.P.M., A.P.P.
Supply Management & Logistics Department
Technology and Support Services Center
7720 West Oakland Park Boulevard
Sunrise, Florida 33351
E-mail: charles.high@browardschools.com
For assistance with this form, please contact 754-321-0527

SECTION 1 – SUPPLIER EVALUATION

Supplier Name * :	BANK OF AMERICA, N.A.
Supplier Address:	625 North Flagler Drive, West Palm Beach, Florida 33401
Supplier Contact:	Sean Silverbush
Contact Telephone:	954-722-6542

* Required Field

How do you rate supplier in the following areas:	Excellent	Very Good	Good	Fair *	Poor *	Not Sure *
Customer Service prior to order placement?		✓				
Delivery as of services as promised?		✓				
How was the customer service during the term of the contract.		✓				

* Explain Below (If additional space is required, attach sheet to this form.)

What did you like best or least about this supplier? Bank of America has met or exceeded expectation, their customer support has been first class, they are responsive to our need and are very accommodating.

Additional Comments: _____

Which one of the following best describes how likely you (or your staff) are to utilize this supplier again?	Definitely ✓	Probably	Not Sure *	Unlikely *	Very Unlikely*
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* Explain Below (If additional space is required, attach sheet to this form.)

If unlikely or very unlikely, explain. _____

Additional Comments: _____

SECTION 2 – PRODUCT / SERVICE EVALUATION

Description of Service Rendered by Supplier:	Description of Service Rendered: <u>Banking Services</u>
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How do you rate the service provided in the following areas:	Excellent	Very Good	Good	Fair *	Poor *	Not Sure *
Compliance with RFP Specifications?		✓				
Quality as compared to similar services?		✓				
Price as compared to similar services?		✓				

* Explain Below (If additional space is required, attach sheet to this form.)

What did you like best or least about this service? Bank of America provides the District with best-in-class service. Often they reach out to us to ensure that we are utilizing the most recent banking products to ensure performance and efficiencies.

Additional Comments: _____

Which one of the following best describes how likely you (or your staff) are to purchase this service again?	Definitely	Probably	Not Sure *	Unlikely *	Very Unlikely *
	✓				

* Explain Below (If additional space is required, attach sheet to this form.)

If unlikely or very unlikely, explain. _____

Additional Comments: _____

SECTION 3 – END-USER INPUT

Please share any additional information regarding the supplier or the product/service provided that will assist in the evaluation of supplier or product/service. You may attach a comment sheet to this form or any applicable documentation.

Evaluation Form Completed By:			
Name/Title * :	<u>Ivan Perrone / Acting Treasurer</u>		
School/Department * :	<u>Treasurer's Office</u>		
Contact Telephone * :	<u>754-321-1980</u>	P.O. Number (if applicable) :	<u>N/A</u>

* Required Field

SECTION 4 – TO BE COMPLETED BY SUPPLY MANAGEMENT & LOGISTICS DEPARTMENT ONLY

RFP #: 10-019V	Bid Title: Banking Services	Buyer/P.A.: C. High
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